

Amendments to the Claims:

Please cancel claims 7, 8, 21 to 34, and 42, without prejudice or disclaimer of subject matter, amend claims 1, 6, 20, 35, 40, and 46, and add claims 54 to 70, as shown below. This Listing of Claims replaces all prior versions, and listings, of claims in the application:

Listing of Claims:

1. (Currently Amended) A computer system comprising:
a database for maintaining data associated with ~~at least one~~ a public sector organization that includes at least ~~[[one]]~~ two outcome ~~measure~~ measures and at least one cost-effectiveness measure; and
a computer coupled to the database, wherein the computer includes a processor and a memory, the processor and memory configured to:
access, from the memory, a public sector value model that corresponds to a public sector organization and that defines ~~identify~~ at least [[one]] two outcome measure measures that correspond to outcomes achieved by the public sector organization, weightings that correspond to each of the outcome measures and that define a relative weight given to the corresponding outcome measure, and at least one cost-effectiveness measure [[for a]] that relates to costs incurred by the public sector organization;
organization in achieving the outcomes,
obtain measurements ~~associated with measures~~ corresponding to the at least two outcome measures and the at least one cost-effectiveness measure, [[and]]
compute, using the public sector value model, a performance value and a cost-effectiveness value based on the obtained measurements and the weightings defined in the public sector value model, and
determine a relative performance measure of the public sector organization based on the computed performance value, an average performance value relevant to the public sector organization, the computed cost-effectiveness value, and an average cost-effectiveness value relevant to the public sector organization measurements.

2. (Original) The computer system of claim 1 wherein the processor is programmed to obtain measurements includes obtaining measurements from public data sources.

3. (Original) The computer system of claim 2 wherein obtaining measurements from public data sources includes obtaining background information from the organization.

4. (Original) The computer system of claim 3 further comprising comparing the relative public performance measure with performance trends.

5. (Original) The computer system of claim 4 further comprising making recommendations to the organization on the basis of the comparing.

6. (Currently Amended) The computer system of claim 1 wherein the processor is configured to compute, using the public sector value model, a cost-effectiveness value by computing a cost-effectiveness value as ~~measure is based on~~ a ratio of ~~at least one value of an outcome measure~~ the computed performance value over a combination of annual expenditure and capital charge.

7. (Cancelled)

8. (Cancelled)

9. (Original) The computer system of claim 1 wherein the public sector organization includes at least one of: public health, revenue service, educational, police, courts, probation, fire, public transport, prisons, customs, immigration, postal services, regulatory bodies, public housing, defense, social security, customs, and public welfare.

10. (Original) The computer system of claim 9 wherein, in the police organization, an outcome measure includes at least one of: public satisfaction with the police organization, reduction of crime, solving a crimes, and public served; and

cost-effectiveness measure includes at least one of: reduction of variable cost, reduction of fixed cost, increase in asset efficiency.

11. (Original) The computer system of claim 9 wherein, in the public health organization, an outcome measure includes at least one of: improved health care, reduced errors in prescriptions; and

cost-effectiveness measure includes at least one of: reduction of variable cost, reduction of fixed cost, increase in asset efficiency.

12. (Original) The computer system of claim 9 wherein, in the revenue service organization, an outcome measure includes at least one of: improved tax compliance, citizen satisfaction; and

cost-effectiveness measure includes at least one of: reduction of variable cost, reduction of fixed cost, increase in asset efficiency.

13. (Original) The computer system of claim 1 wherein the processor is programmed to provide a recommendation to the public sector organization that includes at least one proposed solution to improve the relative performance measure of the public sector organization.

14. (Original) The computer system of claim 1 wherein the processor is programmed to provide a recommendation to the public sector organization that includes at least one consulting service to improve the relative performance measure of the public sector organization.

15. (Original) The computer system of claim 1 wherein the processor is programmed to determine a relative performance measure includes evaluating the performance of the public sector organization as a function of time.

16. (Original) The computer system of claim 15 wherein the processor is programmed to derive a proposed solution for improving the relative performance measure on the basis of evaluating the performance of the public sector organization as a function of time.

17. (Original) The computer system of claim 1 wherein determining a relative performance measure includes evaluating the performance of the public sector organization by comparing one public sector organization having one relative performance measure to another public sector organization having another relative performance measure.

18. (Original) The computer system of claim 17 wherein the processor is programmed to derive a proposed solution for improving a relative performance measure on the basis of comparing one public sector organization having one relative performance measure to another public sector organization having another relative performance measure.

19. (Original) The computer system of claim 1, wherein the processor is programmed to use the relative performance measure to perform a correlation analysis between the relative performance measure and a particular outcome measure or a particular cost-effectiveness measure.

20. (Currently Amended) A computer program product, tangibly embodied in an information carrier, the computer program product being operable to cause data processing apparatus to:

access, from electronic storage, a public sector value model that corresponds to a public sector organization and that defines ~~identify~~ at least ~~[[one]]~~ two outcome measure ~~measures that correspond to outcomes achieved by the public sector organization, weightings that correspond to each of the outcome measures and that define a relative weight given to the corresponding outcome measure,~~ and at least one cost-effectiveness measure ~~[[for a]]~~ that relates to costs incurred by the public sector organization in achieving the outcomes;

obtain measurements ~~associated with measures~~ corresponding to the at least two outcome measures and the at least one cost-effectiveness measure, ~~[[and]]~~

compute, using the public sector value model, a performance value and a cost-effectiveness value based on the obtained measurements and the weightings defined in the public sector value model; and

determine a relative performance measure of the public sector organization based on the computed performance value, an average performance value relevant to the public sector organization, the computed cost-effectiveness value, and an average cost-effectiveness value relevant to the public sector organization measurements.

21 to 34. (Cancelled)

35. (Currently Amended) A method comprising:

accessing, from electronic storage, a public sector value model that corresponds to a public sector organization and that defines identifying at least [[one]] two outcome measure measures that correspond to outcomes achieved by the public sector organization, weightings that correspond to each of the outcome measures and that define a relative weight given to the corresponding outcome measure, and at least one cost-effectiveness measure [[for a]] that relates to costs incurred by the public sector organization in achieving the outcomes;

obtaining measurements associated with the measure corresponding to the at least two outcome measures and the at least one cost-effectiveness measure; [[and]]

computing, using the public sector value model, a performance value and a cost-effectiveness value based on the obtained measurements and the weightings defined in the public sector value model; and

determining a relative public performance measure of the public sector organization based on the computed performance value, an average performance value relevant to the public sector organization, the computed cost-effectiveness value, and an average cost-effectiveness value relevant to the public sector organization measurements.

36. (Original) The method of claim 35 wherein obtaining measurements includes obtaining measurements from public data sources.

37. (Original) The method of claim 36 wherein obtaining measurements from public data sources includes obtaining background information from the organization.

38. (Original) The method of claim 37 further comprising comparing the relative public performance measure with performance trends.

39. (Original) The method of claim 38 further comprising making recommendations to the organization on the basis of the comparing.

40. (Currently Amended) The method of claim 35 wherein computing, using the public sector value model, a cost-effectiveness value comprises computing a cost-effectiveness value as a measure is based on a ratio of at least one value of an outcome measure the computed performance value over a combination of annual expenditure and capital charge.

41. (Original) The method of claim 35 further comprising excluding exogenous factors associated with an outcome measure.

42. (Cancelled)

43. (Original) The method of claim 35 wherein the public sector organization includes at least one of: public health, revenue service, educational, police, courts, probation, fire, public transport, prisons, customs, immigration, postal services, regulatory bodies, public housing, defense, social security, customs, and public welfare.

44. (Original) The method of claim 43 wherein, in the police organization, an outcome measure includes at least one of: public satisfaction with the police organization, reduction of crime, solving a crimes, and public served; and

cost-effectiveness measure includes at least one of: reduction of variable cost, reduction of fixed cost, increase in asset efficiency.

45. (Original) The method of claim 43 wherein, in the public health organization, an outcome measure includes at least one of: improved health care, reduced errors in prescriptions; and

cost-effectiveness measure includes at least one of: reduction of variable cost, reduction of fixed cost, increase in asset efficiency.

46. (Currently Amended) The method of claim [[4]] 43 wherein, in the revenue service organization, an outcome measure includes at least one of: improved tax compliance, citizen satisfaction; and

cost-effectiveness measure includes at least one of: reduction of variable cost, reduction of fixed cost, increase in asset efficiency.

47. (Original) The method of claim 35 further comprising providing a recommendation to the public sector organization that includes at least one proposed solution to improve the relative performance measure of the public sector organization.

48. (Original) The method of claim 35 further comprising providing a recommendation to the public sector organization that includes at least one consulting service to improve the relative performance measure of the public sector organization.

49. (Original) The method of claim 35 wherein determining a relative performance measure includes evaluating the performance of the public sector organization as a function of time.

50. (Original) The method of claim 49 further comprising deriving a proposed solution for improving the relative performance measure on the basis of evaluating the performance of the public sector organization as a function of time.

51. (Original) The method of claim 35 wherein determining a relative performance measure includes evaluating the performance of the public sector organization by comparing one public sector organization having one relative performance measure to another public sector organization having another relative performance measure.

52. (Original) The method of claim 51 further comprising deriving a proposed solution for improving a relative performance measure on the basis of comparing one public sector organization having one relative performance measure to another public sector organization having another relative performance measure.

53. (Original) The method of claim 52, further comprising using the relative performance measure to perform a correlation analysis between the relative performance measure and a particular outcome measure or a particular cost-effectiveness measure.

54. (New) The method of claim 35 further comprising:
accessing past performance values for the public sector organization, each past performance value corresponding to a particular period of time in the past;
computing an average performance value for the public sector organization based on the past performance values;
accessing past cost-effectiveness values for the public sector organization, each past cost-effectiveness value corresponding to a particular period of time in the past;
computing an average cost-effectiveness value for the public sector organization based on the past cost-effectiveness values,
wherein determining a relative public performance measure of the public sector organization comprises determining a relative public performance measure of the public sector organization based on the computed performance value, the computed average performance value for the public sector organization, the computed cost-effectiveness value, and the computed average cost-effectiveness value for the public sector organization.

55. (New) The method of claim 54 further comprising:
displaying a graphical representation of the determined relative public performance measure of the public sector organization with respect to the computed average performance value for the public sector organization and the computed average cost-effectiveness value for the public sector organization.

56. (New) The method of claim 55 wherein displaying a graphical representation of the determined relative public performance measure of the public sector organization with respect to the computed average performance value for the public sector organization and the computed average cost-effectiveness value for the public sector organization comprises:

displaying an axis with the computed average performance value for the public sector organization and the computed average cost-effectiveness value for the public sector organization being an origin of the axis; and

displaying, with respect to the axis, an indication of the determined relative public performance measure of the public sector organization that reflects relative public performance of the public sector organization with respect to the computed average performance value for the public sector organization and the computed average cost-effectiveness value for the public sector organization.

57. (New) The method of claim 56 further comprising:

displaying, with respect to the axis, indications of past relative public performance measures of the public sector organization that each reflect relative public performance of the public sector organization with respect to the computed average performance value for the public sector organization and the computed average cost-effectiveness value for the public sector organization for a particular period of time in the past.

58. (New) The method of claim 35 further comprising:

accessing performance values for other public sector organizations, each performance value corresponding to a particular public sector organization that is different than the public sector organization;

computing an average performance value for a public sector industry based on the accessed performance values;

accessing cost-effectiveness values for the other public sector organizations, each cost-effectiveness value corresponding to a particular public sector organization that is different than the public sector organization;

computing an average cost-effectiveness value for the public sector industry based on the accessed cost-effectiveness values,

wherein determining a relative public performance measure of the public sector organization comprises determining a relative public performance measure of the public sector organization based on the computed performance value, the computed average performance value for the public sector industry, the computed cost-effectiveness value, and the computed average cost-effectiveness value for the public sector industry.

59. (New) The method of claim 58 further comprising:
displaying a graphical representation of the determined relative public performance measure of the public sector organization with respect to the computed average performance value for the public sector industry and the computed average cost-effectiveness value for the public sector industry.

60. (New) The method of claim 59 wherein displaying a graphical representation of the determined relative public performance measure of the public sector organization with respect to the computed average performance value for the public sector industry and the computed average cost-effectiveness value for the public sector industry comprises:

displaying an axis with the computed average performance value for the public sector industry and the computed average cost-effectiveness value for the public sector industry being an origin of the axis; and

displaying, with respect to the axis, an indication of the determined relative public performance measure of the public sector organization that reflects relative public performance of the public sector organization with respect to the computed average performance value for the public sector industry and the computed average cost-effectiveness value for the public sector industry.

61. (New) The method of claim 60 further comprising:
displaying, with respect to the axis, indications of relative public performance measures of the other public sector organizations that each reflect relative public performance of a

particular public sector organization that is different than the public sector organization with respect to the computed average performance value for the public sector industry and the computed average cost-effectiveness value for the public sector industry.

62. (New) The method of claim 35 wherein:
- wherein accessing, from electronic storage, a public sector value model comprises accessing a public sector value model that defines:
 - a first outcome measure for the public sector organization,
 - a first weighting value associated with the first outcome measure, the first weighting value corresponding to a relative weight of the first outcome measure in the public sector value model,
 - a second outcome measure for the public sector organization, the second outcome measure being different than the first outcome measure, and
 - a second weighting value corresponding to the second outcome measure, the second weighting value being different than the first weighting and corresponding to a relative weight of the second outcome measure in the public sector value model;
 - wherein obtaining measurements corresponding to the at least two outcome measures comprises:
 - receiving, for the public sector organization, a first measurement corresponding to the first outcome measure, and
 - receiving, for the public sector organization, a second measurement corresponding to the second outcome measure; and
 - wherein computing, using the public sector value model, a performance value comprises:
 - applying the first weighting value to the first measurement to achieve a first result,
 - applying the second weighting value to the second measurement to achieve a second result, and
 - calculating a performance value for the public sector organization based on the first result and the second result.

63. (New) The method of claim 35:

wherein accessing, from electronic storage, a public sector value model that corresponds to a public sector organization and that defines at least two outcome measures that correspond to outcomes achieved by the public sector organization comprises accessing a public sector value model that defines a first outcome measure, a first weighting value for the first outcome measure, at least two sub-outcome measures that define the first outcome measure, and weightings that correspond to each of the sub-outcome measures and that define a relative weight given to the corresponding sub-outcome measure in computing a value for the first outcome measure,

wherein obtaining measurements corresponding to the at least two outcome measures comprises obtaining measurements for each of the sub-outcome measures;

wherein computing, using the public sector value model, a performance value comprises:

computing a first value for the first outcome measure based on the measurements for each of the sub-outcome measures and the weightings that correspond to each of the sub-outcome measures, and

computing a performance value based on the computed first value for the first outcome measure and at least one other value for another outcome measure that is different than the first outcome measure and that is defined by the public sector value model.

64. (New) The method of claim 35 wherein computing, using the public sector value model, a cost-effectiveness value comprises computing a cost-effectiveness value by dividing a first value that represents a total of beneficial outcomes achieved by the public sector organization by a second value computed as a sum of annual expenditure of the public sector organization minus capital expenditure of the public sector organization and annual capital charge of the public sector organization.

65. (New) The method of claim 35 wherein:

obtaining measurements corresponding to the at least one cost-effectiveness measure comprises obtaining a measurement related to variable costs of the public sector organization in achieving the outcomes; and

computing, using the public sector value model, a cost-effectiveness value comprises computing, using the public sector value model, a cost-effectiveness value that reflects variable costs of the public sector organization in achieving the outcomes based on the measurement related to variable costs of the public sector organization in achieving the outcomes.

66. (New) The method of claim 35 wherein:

obtaining measurements corresponding to the at least one cost-effectiveness measure comprises obtaining a measurement related to fixed costs of the public sector organization in achieving the outcomes; and

computing, using the public sector value model, a cost-effectiveness value comprises computing, using the public sector value model, a cost-effectiveness value that reflects fixed costs of the public sector organization in achieving the outcomes based on the measurement related to fixed costs of the public sector organization in achieving the outcomes.

67. (New) The method of claim 35 wherein:

obtaining measurements corresponding to the at least one cost-effectiveness measure comprises obtaining a measurement related to asset efficiency of the public sector organization in achieving the outcomes; and

computing, using the public sector value model, a cost-effectiveness value comprises computing, using the public sector value model, a cost-effectiveness value that reflects asset efficiency of the public sector organization in achieving the outcomes based on the measurement related to asset efficiency of the public sector organization in achieving the outcomes.

68. (New) The method of claim 35 further comprising:

automatically, without human intervention, identifying a particular outcome measure that needs improvement for the public sector organization based on obtained measurements associated with the particular outcome measure; and

automatically, without human intervention, displaying the particular outcome measure that needs improvement for the public sector organization.

69. (New) The method of claim 68 wherein automatically, without human intervention, identifying a particular outcome measure that needs improvement for the public sector organization comprises:

comparing values for outcome measures for the public sector organization with values for the outcome measures for public sector organizations other than the public sector organization;
and

based on the comparison, identifying the particular outcome measure that needs improvement for the public sector organization.

70. (New) The method of claim 68 further comprising:
automatically, without human intervention, identifying a service directed to improving the particular outcome measure; and
automatically, without human intervention, displaying the identified service.